

CHILD CARE CENTER COMPLAINT

Name of Center: Helping Hands Preschool & Childcare Inc	Enrollment: 53	License ID: 30125
Street: 4405 Central ST	City: Sioux City	IA Zip Code: 51108 County: Woodbury
Mailing Address: 4405 Central ST		
Mailing City: Sioux City	IA Zip Code: 51108	
Director's Name: Amanda Wragge	Center Phone Number: 712-239-0515	
On-Site Supervisors:	E-Mail Address: hhpreschoolandchildcare@yahoo.com	

Date of Complaint: 02-04-2026**Date of Visit:** 02-09-2026
☐ Scheduled
 ☒ Unannounced
 ☐ NA

☒ Non-Compliance with Regulations Found
 ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☒ NO CHANGES to licensing status recommended☐ PROVISIONAL license from _____ to _____☐ SUSPENSION of License☐ REVOCATION of License**Complaint Details:**Did this complaint result in a serious injury? ☐ Yes ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 02/04/26, a concern was reported regarding a staff member allegedly spraying a child with a water bottle as discipline. The child was not harmed, and the matter will be reviewed.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d The center shall not use as a form of discipline: Center does not use corporal punishment including spanking, shaking, or slapping. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint. Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used. No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

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On 02/09/26, this worker conducted an unannounced visit to the center. The observations and information below are based on a face-to-face discussion with Director Amanda Wragge and staff members, on-site observations, video review, and a review of administrative materials. During interviews, staff indicated that staff member S.S. has, on occasion, used a small water bottle to lightly spray a child as a form of redirection and discipline. No harm to the child was reported. Staff member S.S. was terminated as a result of this incident.

109.12(2)a-d

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RULE VIOLATED

Special Notes and Action Required:

The center is actively working to ensure all staff members complete and implement PBIS training, reinforcing a commitment to fostering positive behaviors and creating a supportive, nurturing environment for every child's well-being and growth. In addition, the director is prioritizing open and ongoing communication among staff, families, and leadership to promote transparency, collaboration, and consistency in care.

Consultant's Signature:

Leann Steinhauer

Date:

02-11-2026